

Glenholme

Passionate about care



WARWICK MANOR BEDFORD

Learning Disability and Autism Support

Inspected and rated

Outstanding 

 Care Quality
Commission

THE HOME

Warwick Manor is a specialist supported living service which has been developed to enable people with **learning disabilities**, including those with **autism, physical disabilities, mental health conditions** and **complex needs** to live happy, healthy, safe lives and to achieve their full potential. This service aims to deliver individually designed care and support to enable people to lead independent, meaningful lives as active members of the community. We work in partnership with the people we support, their family and friends and will encourage their active involvement, ensuring their views and comments are listened to and acted upon.



THE CARE

Warwick Manor currently supports adults from the ages of 18 and over. People are supported with individualised care and support packages to develop a greater level of independence in the safety of an environment, where 24-hour support is available. We have a highly-skilled multi-disciplinary team of professionals, that are experienced in working with individuals who may have complex needs and/or display behaviours that challenge.

Our staff team work using a person-centred approach and positive behaviour support to achieve positive outcomes. This includes promoting wellbeing, community inclusion and independence. The team embraces partnership working and as part of a multi-agency approach to ensure needs and outcomes are met.

Warwick Manor is well placed in the centre of the community in Bedford and is specifically designed for people looking to explore the care pathway to greater levels of independence. The service delivers an intensive supported living model of care to ensure that residents have access to excellent levels of high-quality care & support with the independence of a supported living scheme. Warwick Manor provides effective, personalised and innovative support that leads to positive outcomes for adults nationally.

TYPES OF CARE

Glenholme is passionate about delivering safe, individualised care and support to promote independence, choice and inclusion. We work hard to provide the support we would want for our own family members. The team at Warwick Manor is able to support individuals with diverse needs and we support and care for both local authority and self-funded residents.

- ✓ Learning disabilities
- ✓ Complex needs
- ✓ Physical difficulties
- ✓ Autism spectrum conditions
- ✓ Social, emotional or communication difficulties

OUR FACILITIES

Warwick Manor is a large attractive period property which has been fully refurbished in 2018. Each resident has their own well-appointed studio or one bed roomed apartment providing greater independence and the opportunity to develop life skills. The service also offers access to the generous gardens and to a warm communal flat where service users can go if they wish to socialise or need a bit of extra support 24/7.



OUR TEAM

Warwick Manor supported living facility hosts a team of care professionals as well as our excellent cleaning and maintenance staff. They are led by our home manager and supported by the wider Glenholme Healthcare Group.



Jaine Hale

Registered Manager

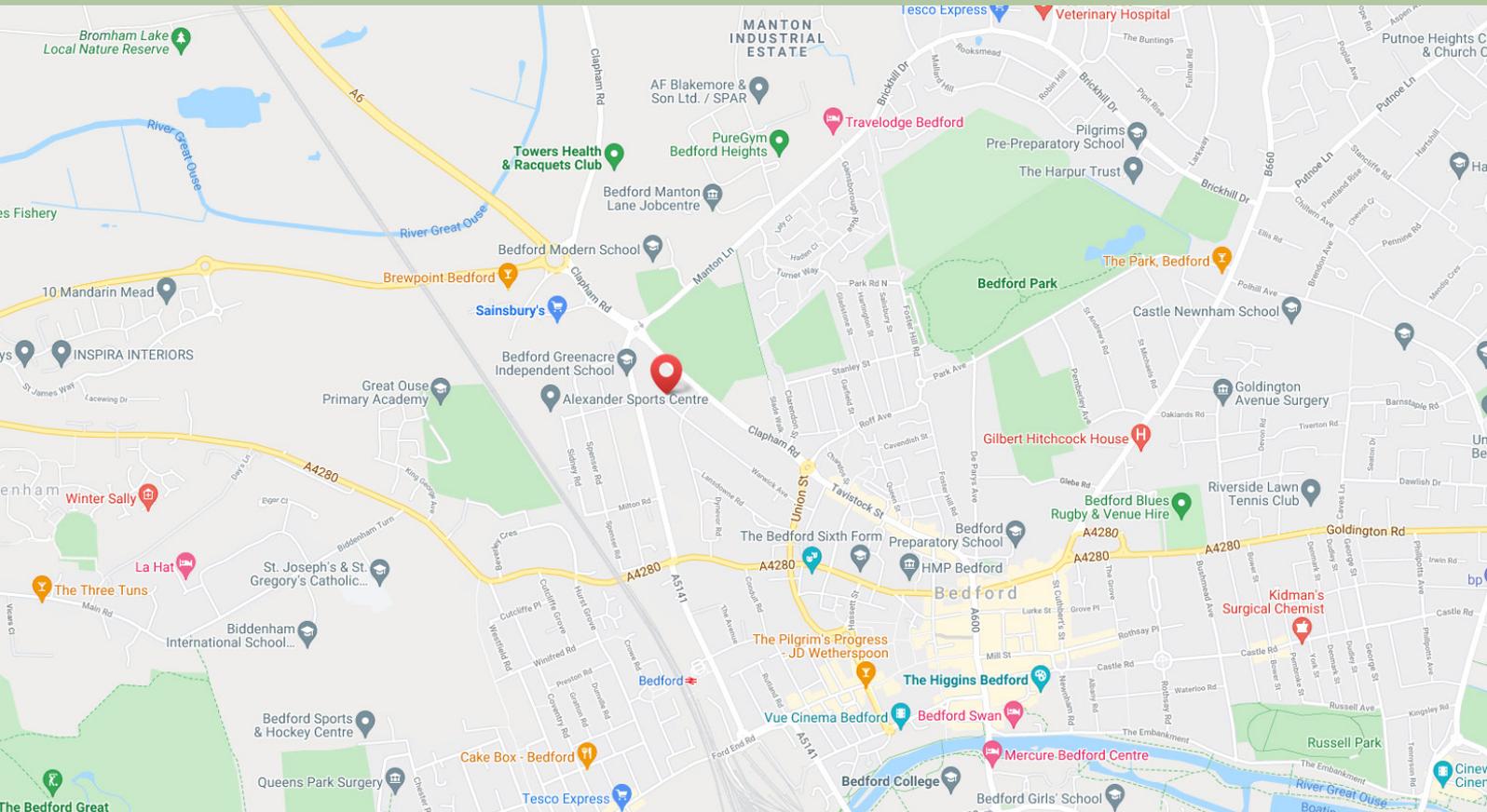
Jaine has 23 years of management experience working in supported living settings and 32 years of experience working within the care industry. Jaine's experience includes working with adults with a dual diagnosis and a forensic history.

Jaine and her team staff have undergone extensive checks prior to employment to ensure that they have the skills and qualities we require when working with vulnerable people. They are trained in health & safety, basic first aid, abuse awareness (safeguarding), administering medicine, infection control and the care certificate as well as other bespoke training as required.

OUR LOCATION

The home is situated in a leafy residential area of the market town of **Bedford** close to shops, cafes, restaurants, entertainment and community activities, including swimming, and many of Bedford's beautiful parks.

There are transport links, including a short direct bus route into the centre of Bedford. This ensures service users are able to create positive links with the local and wider community in Bedford.



ABOUT US

Glenholme has been a leading provider of care and support for people with learning disabilities for over 30 years. We promote choice and independence and are committed to the happiness, health and safety of those we support. We help each person to achieve their full potential by providing genuinely individualised care and Positive Behavioural Support.



CARE PHILOSOPHY

Being supported by Glenholme means being safe.

Our priority is safety; both physically and emotionally. We believe that individuals should be supported to take positive risks whilst ensuring that they are protected from potential harm.

We recognise the importance of well-being. Those we support are encouraged to prioritise their well being. This includes becoming familiar with accessing the range of services available to ensure physical and mental well-being. All our staff are trained in well-being issues such as pain recognition as well as the implications of certain syndromes for health conditions.

Being supported by Glenholme means being listened to.

Our support is genuinely person centered, we spend time working out what matters to the individual and how we can ensure they receive it. We know that we can achieve the best outcomes for people by working in partnership with

them, their families and carers to achieve independence and control; ensuring that the person's wishes and aspirations for their own life are at the centre of their care and support arrangements.

Being supported by Glenholme means being included.

Those we support are part of their local communities. Their accommodation is well located to ensure that they are part of local life, thus ensuring they have access to education, training and employment opportunities. In addition, our service users are encouraged to participate in a range of leisure activities.

Being supported by Glenholme means having well trained support workers.

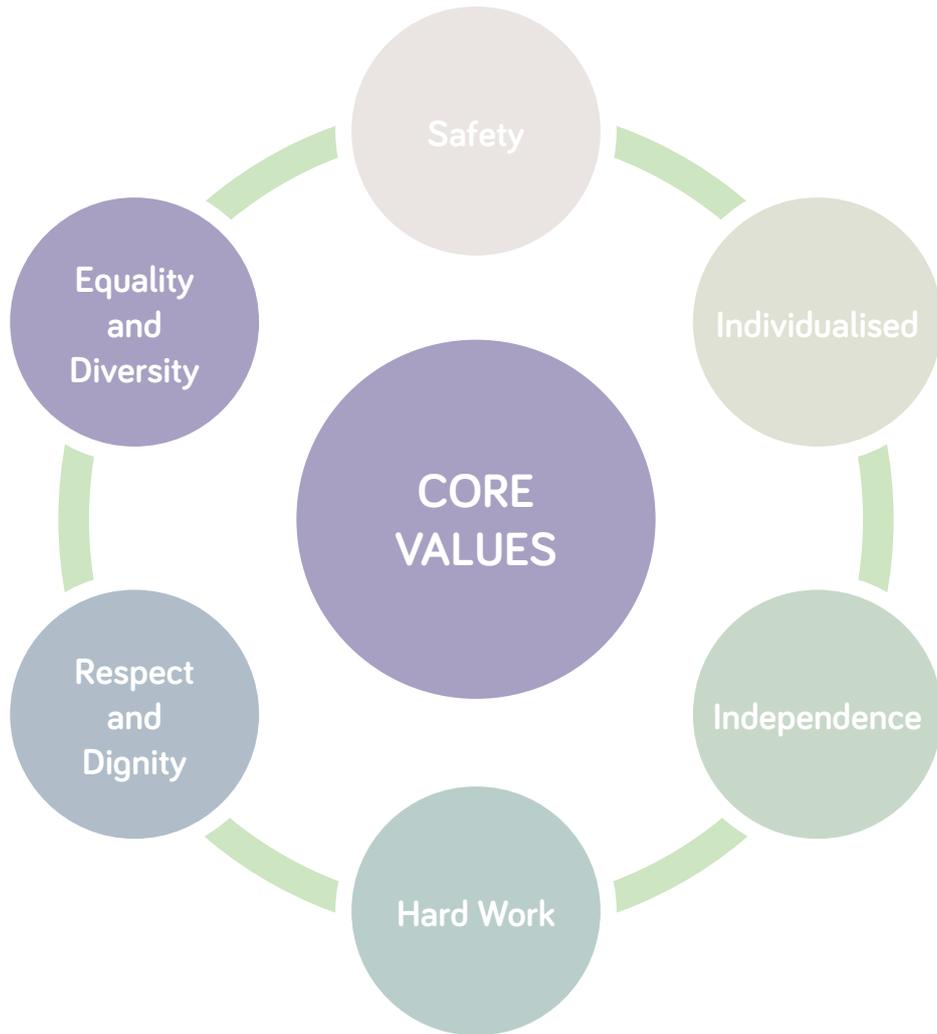
All Glenholme staff are trained to have the skills and confidence to deliver the best support possible. In addition to mandatory training, all our staff receive training in Positive Behaviour Support. This enables them to support those with a wide range of learning disabilities including behaviours that may challenge.

OUR MISSION

FOR OUR SERVICE USERS AND STAFF TO BE
HAPPY, HEALTHY AND SAFE TO ACHIEVE THEIR
FULL POTENTIAL.

OUR VALUES

Glenholme is passionate about delivering safe, individualised care and support to promote independence, choice and inclusion. We work hard to provide the support we would want for our own family members. We believe in treating individuals, their families, friends and our staff with respect and dignity; placing a high value on equality and diversity. We do this by employing compassionate well-trained staff in our high quality, warm and welcoming homes.



INDIVIDUALISED SUPPORT

Glenholme is fully committed to providing Person Centred Care to ensure that individuals are at the centre of all decisions around their lives. The support provided is tailored to focus not only on their needs, life circumstances and health choices; but also on what is important to them, including their wishes and aspiration.

First and foremost the person is treated with the utmost dignity, compassion and respect. They are supported to develop the knowledge, skills and confidence they need to more effectively manage and make informed decisions about their life and how to achieve their goals. We do this by using a process that involves active listening and specific communication support. It also recognises the role that family and advocates may play around the individual's wishes.

Although this might seem an obvious approach, all too often care is based on doing things 'for' or 'to' people. At Glenholme we do things 'with' those we support in a holistic person centred way.



POSITIVE BEHAVIOURAL SUPPORT

The Positive Behavioural Support (PBS) model underpins Glenholme's commitment to delivering truly individualised support for people whose behaviour may challenge.

Our staff receive bespoke PBS training to enable them to identify, assess and develop individual Behaviour Support Plans. These are based on observation, and input from those involved in their life, in order to assess the individual's emotional, social, health and environmental needs.

PBS works by understanding and predicting the frequency, intensity and likelihood of individual triggers for unwanted behaviours. This enables us to develop a series of strategies to meet the individual's needs by reducing their anxiety and increasing their tolerance

levels. This supports the person to effectively and safely achieve positive outcomes. This helps to enhance the individual's lifestyle and wellbeing, as well as increase their ability to learn new skills without unnecessary restrictions.

Support Plans are then reviewed regularly to make sure they fully reflect the risks associated with the individual's current needs, interests, health and wellbeing.





COMPLETE SUPPORT FOR DAILY LIFE

At Glenholme we are able to provide a continuum of support for an individual's ever evolving needs and aspirations.

Glenholme support includes:

- **Personal Life** – personal care, medication and attending healthcare appointments.
- **Life Skills** – domestic tasks, shopping, cooking and budgeting.
- **Activities and Recreation** – their choice of hobbies, access to community sports activities and swimming.
- **Skills Development** – daily living, communication and learning opportunities through local college and other courses.
- **Socialisation** - group and community activities and spending time with family and friends.
- **Holidays and outings** – individual or group trips and outings in the local area as well as respite and live-in care for holiday breaks.
- **Safety** – personal and environmental safety and security.
- **24 hour care** – someone always available to be there day and night.

Glenholme



Learn more about us:

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